



State of Utah

Product Description

Product Number: 4102.01.15

APPLICATION MAINTENANCE AND ENHANCEMENT

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Product Owner: Tax Commission
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This document describes the services performed by the application development staff assigned to the Tax Commission.

Product Features and Descriptions

Feature	Description
Support Day-to-Day Operations	Assist in resolving problems that impact day-to-day operation of the application.
Database Support	Ensure the reliability and availability of application databases, and implement changes as required. Assist in correcting errors in the data.
Application Bug Fixes and Enhancements	Programming and unit testing of applications and interfaces to fix reported bugs, implement legislative changes, and add enhancements that are approved and prioritized by the agency.
Application Releases	Manage the implementation of changes to each application as a new release, applying project management principles appropriate to the situation.
Project Management	Identify work to be performed and expected outcomes for each release. Develop plans and schedules, then track actual work performed against the plan. Coordinate the efforts of all parties affected by the release including agency staff and third parties (other agencies, Utah Interactive, etc.) Communicate project status regularly to key stakeholders.
Service Request Tracking	Track all requests for changes or corrections to each application. Provide information to key stakeholders and priority setting groups as appropriate.

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Analysis and Design	Assist in defining requirements for all application changes and determine how best to implement each change. Raise issues to key stakeholders when decisions are required that may have a significant business impact.
Testing	Perform the first round of testing to ensure changes have been made correctly and the new release is ready for acceptance testing. Maintain or develop appropriate test scenarios.
Legislation	Provide input to fiscal notes during the legislative session, including estimates of the effort required to implement, and suggest changes that could make implementation easier or more effective.

Features Not Included

Feature	Explanation
User Training	DTS support does not include user training or training manuals. This service is provided by agency staff as required.
Application Help Desk	DTS support does not include a front-line application help desk. Application questions are first directed to assigned agency staff.

Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	See DTS approved rate
Contract Staff	Supplemental staff hired from the private sector assigned to the Tax Commission.	Actual cost
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	See Hosting Product Description

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Ordering and Provisioning

Tax will determine what work is actually performed using the priority process applicable to each business unit or group. At present the process is different for Administration, Property Tax, MVED, DMV and the tax divisions (Audit, Processing and Taxpayer Services).

Staff Resources

Feature	Explanation
Development Group Manager	Manages one or more development and support groups; responsible for the working relationship with their assigned Tax division(s)
IT Analyst	Develops and maintains software; may function as project lead or key technical expert
Information Analyst	Assists in defining requirements and application testing; may function as project lead
IT Analyst – DBA	Establishes and maintains databases, and assists with day-to-day operations when required

DTS Responsibilities

Select the technologies used for each application and the best method for applying those technologies to meet the agency's needs.

Identify technical requirements and ensure resources are available. Ensure potential expenditures are identified early in the release process.

Coordinate all contracts, purchases and other efforts in support of the application maintenance process. This may include representing the agency when dealing with third party providers.

Provide training and tools that enable staff to perform the work.

Agency Responsibilities

Define business requirements for any requested changes to an application.

Use the agreed-upon service request process and applicable tool to document application bugs and enhancement requests. Provide as much detail as needed for DTS to duplicate the reported problem or understand the desired enhancement.

Work cooperatively with DTS staff when setting priorities and working on releases.

Perform Acceptance Testing of each release, paying particular attention to bug fixes and requested enhancements that have been assigned to the release. Maintain test scripts and run regression tests on each release.

Evaluate the quality of each release and give final approval to deploy the release.



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Provide application help desk support to all staff that use Tax applications. Escalate problems to DTS staff when required.

Update training manuals to reflect changes being made to the application. Train users as needed.

Service Levels and Metrics

Each year Tax will identify the amount of funding available for application development and maintenance. The IT Director will manage these services to fit within the available funding to the extent possible. This includes helping to set priorities, monitoring billable hours, and identifying funding concerns, including additional costs associated with support after normal working hours.

Each application release will have defined objectives and a project schedule. DTS and Tax will evaluate each release to determine if objectives have been met and the result delivered as scheduled.